

ABSTRACT

A computer network implemented method, system, and software provides personalized services using a digital dialog between a service provider and a user of the personalized services by establishing an audio/video communication channel for a service session between the user and the service provider, and receiving and storing inputs from the service provider and the user in a data store while the audio/video communication channel between the user and the service provider is established. The service provider and the user are provided interactive access to the data store while the audio/video communication channel is established between service provider and the user. Prior to establishing the service session using the audio/video communication channel, the service session is scheduled based on input from the user; and service session related information is received and stored from the user.